VOCATIONAL SKILLS RECORD	WO	ODR	ROW	WIL	SON	REH	IABI	LITA	TIO!	N CENTER
Student's Name Participant ID: Entry Date 1/0/1900	Performance Scale									
	1 - unattempted									
			pted		etad					
0	_		•							
Vocational Objective Exit Date 1/0/1900	3 - 1	less t	han c	ompe	tent					
MATERIALS HANDLING	4 - competent									
Stock Clerk - Sales Associate	5 - 6	excee	eds co	mpet	ency					
O·NET # 43-5081.03										
Course Hours 750										
TASK (Page 1 of 2)	1	2	3	4	5	6	7	8	9	FINAL
SUPPLEMENT A: STUDENT BEHAVIORS										
A1.1* Demonstrate ability to work independently & safely.										
A1.2* Demonstrate appropriate interpersonal skills.										
A1.3* Follow written and/or verbal instructions.										
A1.4* Maintain good personal hygiene and appearance.										
A1.5* Demonstrate ability to be punctual and dependable.										
ORIENTATION										
1.1* Comply with general safety and class rules										
1.2* Introduction to careers in Materials Handling Industry										
1.3* Basic tool and equipment safety awareness										
1.4* Understand vocabulary used in Materials Handling										
2.1* Orientation to lifting and back safety										
2.1* Orientation to fitting and back safety 2.2* Orientation to stretching exercises										
2.3* Practice proper mechanics of lifting										
INVENTORY RELATED PAPERWORK										
3.1 Orientation to inventory product and paperwork										
3.2* Issue inventory and post receipt using point-of-sale										
3.3* Sort inventory, file invoices and record received stock										
3.4 Process daily issues reports using point-of-sale software										
3.5 Update inventory using mobile scanner										
APPLYING INDUSTRY ETHICS										
4.1 Understand ethical terminology and behavior expectations										
4.2 Recognize positive impact of ethics on the job										
4.3 Understand how to respond to difficult situations										
using good ethics										
4.4 Understand consequences for inventory loss and theft										
4.5 Understand loss prevention systems and procedures										
ENHANCING COMMUNICATION SKILLS										
5.1* Address people appropriately 5.2 Orientation to receiving telephone calls										
5.2 Orientation to receiving telephone cans 5.3* Follow simple one-step directions										
5.4 Uses Palm PDA to organize schedule and record directions	 		 				 			
5.5 Interpret company policy to customers in a role play setting										
5.6* Employ key customer service skills in role play setting										
5.7* Uses effective communication with supervisor										
DEVELOPING HUMAN RELATIONS										
6.1 Use feedback to improve work										
6.2 Use habits that encourage positive working relationships										
6.3* Function as a team member.										
6.4* Identify potentially difficult customers and ways of										
6.5* Demonstrate positive attitudes toward work										

VOCATIONAL SKILLS RECORD	- WO	ODR	ow	WIL	SON	REH	IABI.	LITA	TIO	N CENTER
Student's Name Participant ID: Entry Date 1/0/1900	Performance Scale									
	1 - unattempted									
			-		actad					
0	2 - attempted not tested									
Vocational Objective Exit Date 1/0/1900	3 - less than competent									
MATERIALS HANDLING	4 - competent									
Stock Clerk - Sales Associate	5 - exceeds competency									
O·NET # 43-5081.03										
Course Hours 750										
Could House 150										
TASK (Page 1 of 2)	1	2	3	4	5	6	7	8	9	FINAL
INVENTORY MAINTENANCE AND EQUIPMENT USE										
7.1 Perform basic housekeeping and janitorial activities.										
7.2* Process received stock and create barcodes.										
7.3* Understand and practice proper stock rotation										
7.4* Safely use equipment to move stock - pallet jack, hand truck, tape gun,										
7.5* Perform timed stocking matching product to shelf bar codes										
7.6 Demonstrate basic computer proficiency										
7.7 Use portable scanner										
7.8 Make and document deliveries for on-campus warehouse (OPT.)										
FUNDAMENTALS OF CASHIERING (OPTIONAL)										
8.1 Demonstrate knowledge of conducting basic cash transactions										
8.2 Demonstrate knowledge of cash drawer setup and check out										
8.3 Conduct POS cash transaction using multiple menu options										
COMMUNITY-BASED TRAINING (C.B.T.)										
9.1* Demonstrates knowledge of skills acquired										
through oral review with instructor										
9.2* Other tasks to be added at specific training site										
* DESIGNATES REQUIRED TASKS FOR GRADUATION										
Example of added on tasks (skills):										
Wal-Mart associate -										
INTRODUCTION										
10.1 Exhibit compliance to store policies.										
10.2 Adhere to assigned work schedule in order to provide										
predictability in workload scheduling.										
CUSTOMER RELATIONS										
11.1 Approach and greet customers in friendly manner.										
11.2 Offer customers assistance.										
11.3 Answer customer questions in courteous manner.										
11.4 Demonstrate fashion conscious grooming and dress.										
STOCKING										
12.1 Pick up stock from back.										
12.2 Place merchandise in correct location on shelves.										
12.3 Identify and follow in-store codes for stocking shelves.										
12.4 Zone merchandise. HOUSEKEEPING DUTIES	-						-			
13.1 Dust and clean to maintain a neat and clean work area.										
13.1 Bust and clean to maintain a neat and clean work area. 13.2 Keep aisles clear.										
13.2 Reep aisses clear. 13.3 Perform basic janitorial duties (empty trash, etc.).										
13.4 Operate baler correctly (optional)							-			
15.7 Operate bater correctly (optional)										
* DESIGNATES REQUIRED TASKS FOR GRADUATION	1									
Revised 7/29/02										
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